EX PARTE OF?LATE FILED

01-184

From:

Rebecca L Donison

To: Date: Mike Powell 3/15/03 2 42PM

Subject:

FCC should do more re wireless

Rebecca L. Donison 1002 SE 102nd Avenue Vancouver, WA 98664 ORIGINAL RECEIVED

MAR 2 7 2003

Federal Communications Commission
Office of the Secretary

March 15, 2003

Federal Communications Commission Chair Michael K. Powell 445 12th St SW Rm 8-A204 Washington, DC 20554

Dear Chair Powell:

As a consumer and as a license owner, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service.

The FCC needs to:

- Set service and billing standards, or let states set their own standards. I want an accurate and understandable bill. Get rid of the fine print and 'gotcha' clauses in cell phone contracts.
- Help me compare offers when I'm shopping for service by requiring standard, plain language disclosures of prices and terms in an easy to use format, similar to nutrition labels on food or the required disclosures on credit card offers.
- Require carriers to provide useful coverage maps, or disclose in some manner "dead zones" that consumers are likely to encounter in their local calling area.
- Ensure I have real choice by enforcing the number portability deadline of November 2003, so I can keep my phone number if I change carriers
- Require carriers to grant new customers a reasonable trial period, allowing them to return the phone and cancel a service contract, without penalty, if they wish.
- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow emergency call centers *to* locate callers.)

Thank you for your consideration

Sincerely,

No. of Copies rec'd

Rebecca L. Donison

EX PARTE OR LATE FILED CRIGINAL

01-184

From: To: David Torres Mike Powell

Date: Subject:

3/15/03 11:34PM

FCC should do more re: wireless

David Torres 3909 Chemehuevi Blvd Lake Havasu City, AZ 86406 ₹E

MAR 2 7 2003

Federal Communications Commission
Office of the Secretary

March 15,2003

Federal Communications Commission Chair Michael K. Powell 445 12th St SW Rm 8-A204 Washington, DC 20554

Dear Chair Powell:

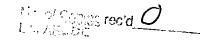
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Thank you for your consideration.

Sincerely.



David M. Torres

EX PARTE OR LATE FILED

01-184

From: To: Carl Palmer Mike Powell

Date:

3/17/03 10 17PM

Subject:

FCC should do more re wireless

Carl Palmer 7783 Eastside Road Chincoteague Island, **VA** 23336-1906 ORIGINAL RECEIVED

MAR 2 7 2003

Federal Communications Commission
Office of the Secretary

March 17, 2003

Federal Communications Commission Chair Michael **K.** Powell 445 12th St SW Rm 8-A204 Washington, DC 20554

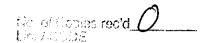
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Thank you for your consideration.



Carl R. Palmer

EX PARTE OR LATE FILED

01-184

From: Carl Palmer To: Mike Powell

Date: 3/17/03 10 18PM
Subject: FCC should do more re wireless

OWIGINAL RECEIVE

Carl Palmer 7783 Eastside Road Chincoteague Island, VA 23336-1906

MAR 2 7 2003

Federal Communications Commission Office of the Secretary

March 17, 2003

Chair Michael Powell 445 12th St SW Rm 8-A204 Washington, DC 20554

Dear Chair Powell:

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Thank you for your consideration.

Carl R. Palmer

EX PARTE OR LATE FILED

ORIGINAL

01-184

From: To: Troy Lister Mike Powell

3/18/03 7:37PM

Date: Subject:

FCC should do more re: wireless

RECEIVED

MAR 2 7 2003

Federal Communications Commission Office of the Secretary

Troy Lister react@troylister.com WALNUT CREEK, CA 94596

March 18,2003

Federal Communications Commission Chair Michael K. Powell 445 12th St SW Rm 8-A204 Washington, DC 20554

Dear Chair Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service.

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Thank you for your consideration.

Troy Lister

From:

Troy Lister

EX PARTE OR LATE FILED

ORIGINAL

61-184

To:

Mike Powell 3/18/03 7 37PM

Date: Subject:

FCC should do more re wireless

RECEIVED

Troy Lister

MAR 2 7 2003

Federal Communications Commission Office of the Secretary

react@trovlister.com WALNUT CREEK. CA 94596

March 18,2003

Chair Michael Powell 445 12th St SW Rm 8-A204 Washington, DC 20554

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Thank you for your consideration.

Troy Lister

.

From: james twomey EX PARTE OR LATE FILED

To: Mike Powell 3/25/03 6:06AM

Subject: FCC should do more re: wireless

ORIGINAL RECEIVED

james twomey 141 winthrop ct melbourne, FL 32934-8033 MAR 2 7 2003

Federal Communications Commission
Office of the Secretary

March 25, 2003

Federal Communications Commission Chair Michael K. Powell 445 12th St SW Rm 8-A204 Washington, DC 20554

Dear Chair Powell:

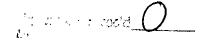
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Thank you for your consideration.

Sincerely.



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Stephanie Kost	- FCC should do more	re: wireless

Page 2

james Twomey

EX PARTE OF? LATE FILE() ORIGINAL

Susan White From: To: Mike Powell Date: 3/25/03 12:44AM

FCC should do more re: wireless RECEIVED

Susan White 300 Mockingbird Lane#B South Pasadena, CA 91030

MAR 2 7 2003

Federal Communications Commission Office of the Secretary

March 25, 2003

Subject:

Federal Communications Commission Chair Michael K. Powell 445 12th St SW Rm 8-A204 Washington, DC 20554

Dear Chair Powell:

As a consumer, I believe the Federal Communications Commission (FCC) should do more to improve the services provided by wireless phone companies. Left on its own, the industry has not provided an acceptable level of service. It's different from company to company, but I know that AT&T has not told the truth with respect to their intention of putting in new cell sites in the L.A. area. The service is absolutely pathetic. I have also sent the FCC a copy of a detailed letter of my issues with them.

The FCC needs to:

- Set service and billing standards, or let states set their own standards. I want an accurate and understandable bill. Get rid of the fine print and 'gotcha' clauses in cell phone contracts.
- Help me compare offers when I'm shopping for service by requiring standard, plain language disclosures of prices and terms in an easy to use format, similar to nutrition labels on food or the required disclosures on credit card offers.
- Require carriers to provide useful coverage maps, or disclose in some manner "dead zones" that consumers are likely to encounter in their local calling area.
- Ensure I have real choice by enforcing the number portability deadline of November 2003, so I can keep my phone number if I change carriers.
- Require carriers to grant new customers a reasonable trial period, allowing them to return the phone and cancel a service contract, without penalty, if they wish. It should be longer than 30 days, because sometimes you cannot tell within that period if a phone service is bad. Also with their new technologies, e.g., gsm. it is not set up for use in L.A. even though AT&T markets the new service and phones.
- Expand options for 911 use by requiring phones to use any strong analog signal available to it. Require the cell phone industry to stop dragging their feet in implementing wireless enhanced 911 (which will allow

emergency call centers to locate callers.)

Thank you for your consideration.

Sincerely,

Susan White